

Waseem Sinnen

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PROFILE

As a self-motivated and goal-oriented person, I am seeking a position where I can utilize my professional knowledge, analytical and communication skills developed through my work experience. I am a fast learner and can easily balance in high-pressure work environments; highly motivated to seek and assimilate new innovation, ideas and concepts.

EDUCATION

- Completed a Diploma in Software Engineering

- London Business School, Colombo 04

- Primary and secondary education at Zahira College Colombo.

- o GCE A Level

General English - B

Economics - B

Accounting - B

Business Studies - C

GCE O Levels – 2 A's and 3C's 4S's

- ☐ Currently reading for a degree in business management at Business Management School (BMS)

EXTRACIRRICULAR ACTIVITIES

- International Service Director (2016/17) of the Rotaract Club of Colombo West.
- What is 'Anti-money laundering' training attended at HSBC Global ServiceCenter 'At Our Best' training session attended at HSBC Global Service Center
- I took part in my School Commerce Society and I was the editor in our school Interact Club.

KEY SKILLS AND STRENGTHS

- Microsoft Office. (Excel, Word, PowerPoint, Outlook)
- Team-player skills developed through work experience, sports and social activities.
- Seek out new responsibilities and challenges, results-oriented and able to work under pressure.
- Punctual, confident and good listener.
- Always looking to give and take benefits from any opportunity I across.

LEADERSHIP AND ACHIEVEMENTS IN SPORTS

- Captain of Under 13 Cricket team of Zahira College
- Captain of Zahira College 1st X1 Cricket team 2012/2013
- Best School Boy Cricketer emerged in studies year 2012
- Nominated for all island Best School Cricket Captain year 2012/2013

EXPERIENCE & ACHIVEMENTS

Client Due Diligent Analyst

HSBC Group Service Delivery – February 2014 to date

- Provided the maximum contribution to the successful completion of seven (KYC) Remediation projects by being flexible and dynamic with support to the wider teams.
- Active participation in conference calls by communicating with on/offshore senior management, proposed many development and refinement plans for internal control/process with ongoing projects.
- Appointed as the quality checker for Customer Identification and Verification (ID&V) project, maintained 100% quality level of the team resulting in fewer errors and increased trust with management.
- Appointed as the trainer for customer information update to the banking system, As a result of maintaining the highest standard of excellence in customer service. Responsible for assisting and helping team members to achieve daily Customer Turn Around Times (TAT) and defined Service Level Agreement (SLA) targets.
- Appointed as the SME (Subject matter expert) and Training the new employees about the process knowledge.
- Part of the companies Mercantile Cricket and football team.

REFEREES

Mr Steffan Somasundaram

Assistant Manager

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